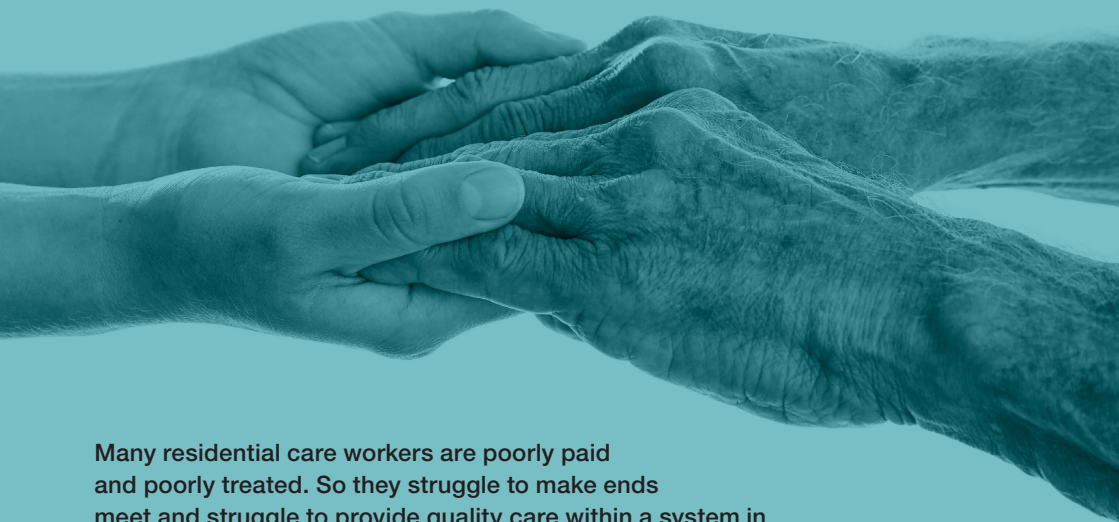


# UNISON'S Residential Care Charter



**Many residential care workers are poorly paid and poorly treated. So they struggle to make ends meet and struggle to provide quality care within a system in crisis. Yet their role is crucial for a civilised society to function.**

UNISON, the leading representative for care workers in the UK, is campaigning for higher standards of care across all residential settings. Dignity and justice must be at the heart of a care system. Everyone in residential care deserves to be supported and properly looked after – irrespective of their wealth, age or disability. For this to happen, care workers must be valued.

Residential care workers across the UK came together to discuss the barriers that plague their sector and solutions that would enable them to provide dignified care.

UNISON's Residential Care Charter is the outcome of this discussion. It sets out the minimum standards and employment conditions required to deliver decent care. Employment levels, pay, conditions and training directly impact the quality of care. A more stable, well-equipped workforce is essential to deliver high quality, consistent care.

Care workers urge councils, commissioners and providers in the voluntary and private sector to adopt the Residential Care Charter, which sets out solutions to raise the standard of care.

UNISON will campaign for decision makers to adopt the Charter and continue to call for adequate funding for social care.

# UNISON'S Residential Care Charter

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## Protecting and supporting residents

- Employers will maintain adequate staff ratios, that enable quality care to be delivered. This must be care that extends beyond basic tasks and includes a social dimension.
- Care workers, residents and families must be given information about how to raise concerns and protection if they decide it is necessary.
- Employers will have clear and accountable procedures to follow up any concerns raised.
- Care home providers will ensure all residents have ready access to any NHS services required.
- Providers will carry out thorough risk assessments to ensure the safety of residents and care workers.
- Employers will provide care workers with safe equipment.
- Care workers will be given time to provide regular activities and effective forms of therapy for residents.

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## Training and support for employees

- All care workers – including bank and relief staff – will be regularly trained to meet the needs of all residents, as set out in their care plans.
- Training requirements will be met. Training must be free and carried out in work time, so cover staff must be arranged.
- DVD and e-learning will be used to complement high quality, face-to-face learning.

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## **Decent pay for quality work**

- All residential care workers will be paid at least the Living Wage – as calculated by the Living Wage Foundation or Greater London Authority every November.
- Councils which outsource employees on or above the Living Wage should ensure that new providers are required to maintain pay levels throughout the contract.
- Extra payment will be made for working unsocial hours, including weekends and Bank Holidays.
- Pay for sleep-ins must be at a level to ensure that the average hourly rate does not drop below the Living Wage.
- Holiday periods must also be paid as if at work.
- All care workers will be paid occupational sick pay.
- Employers will pay for Disclosure and Barring Service checks.

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## **Time to care**

- Zero hours contracts will not be used.
- Care workers will be given adequate breaks during their working day.
- Care workers will be paid for the time it takes to carry out a proper handover between shifts, which ensures safety and continuity of care for residents.
- Rotas will be planned well in advance to ensure adequate staffing levels and allow planned, time off for employees.

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## **Part of the union**

- Employers will recognise UNISON – negotiating pay and conditions with them and encouraging employees to join them.
- UNISON representatives will be given adequate paid time for the required training.
- Employers will provide opportunities for UNISON to meet members and employees as necessary.



**save  
care  
now!**

Not in UNISON?

Join today at **[joinunison.org](http://joinunison.org)**  
or call **0800 171 2193**

